



# Outpatient Handbook

A Guide to Facilities and Services

FIVE STAR SERVICE FOR THOSE WHO SERVED



# **Department of Veterans Affairs Capitol Health Care Network Veterans Integrated Service Network-5**

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**<http://www.va.gov/visn5/>**

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**T**he VA Capitol Health Care Network was established in October 1995, and serves veterans from economically and demographically diverse areas within four states (the entire state of Maryland, and portions of Virginia, West Virginia, and Pennsylvania) as well as the District of Columbia.

The Network includes VA Medical Centers in Martinsburg, WV; Washington, DC; and the VA Maryland Health Care System, which is comprised of



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Network Director*

the Baltimore, Fort Howard, and Perry Point VA Medical Centers. In addition to the five hospitals, the Network also includes Community Based Outpatient Clinics (CBOCs) in Alexandria, VA; Cambridge, MD; Charlotte Hall, MD; Cumberland, MD; Franklin, WV; Glen Burnie, MD; Greenbelt, MD; Hagerstown, MD; Harrisonburg, VA; Loch Raven, MD; Petersburg, WV; Pocomoke City, MD; Stephens City, VA; and Washington, DC.

Network Community Based Outpatient Clinics are community-oriented health care facilities that enable the VA to make care more accessible in areas where many veterans live, or in remote areas where other health care services are not available. Our outpatient clinics offer veterans

coordination of care by a primary care provider; physical examinations, general outpatient medical care, psychiatric screenings, and preventive health and education services. Another initiative for increasing health care access is the creation of our Mobile Clinic Program. Each of our Medical Centers uses mobile clinic vehicles to reach veterans who reside in rural communities with limited health care or transportation services.

Demand for care is greatest in the cities and in the rural counties of West Virginia and Southern Maryland. As expected, the majority of veterans using our services reside close to our facilities. The estimated veteran population in our service area is 818,400 and during fiscal year 1999 we serviced 92,970 veterans.

All staff within VISN 5 are committed to providing quality clinical care to veterans, both on an inpatient and outpatient basis, with emphasis being placed on outpatient primary care. Through the dedicated efforts of our staff, the VISN had three of its clinical programs nationally recognized by the Veterans Health Administration as “VA



Clinical Programs of Excellence.” They are the; ***Seriously Mentally Ill Program, Health Care for the Homeless Program, and the Home Based Primary Care Program.*** Each of these programs will serve as a model nationally for the veterans health care system.

It is because of our nation's commitment to "Keeping the Promise" to veterans that the VA Capitol Health Care Network is dedicated to providing

**“Five Star Service for Those Who Served.”**



# VA Capitol Health Care Network

## VISN 5

FIVE STAR SERVICE FOR THOSE WHO SERVED

## Mission

**T**he VA Capitol Veterans Integrated Service Network is a health delivery system based on a primary care model, which provides our veteran patients with a full range of high quality and compassionate treatment. The mission of our Network is to plan and set the direction for the health care needs of our patients from a regional perspective, assuring that a seamless continuum of services is available within the VISN. This is accomplished in an environment of employee participation, collaboration, sharing and teamwork as one integrated delivery system. The Capitol Network is committed to education and research that benefit our veterans, their families and community, while also providing support during Department of Defense and domestic emergencies.

## Vision

**T**he VA Capitol Health Care Network will function as a single coordinated delivery system, characterized by extraordinary teamwork among its member facilities. We will work together while also encouraging individual creativity, supporting the Network values and mission to plan and provide access to the best care for veterans in the most cost effective manner possible. We will share resources with each other and outside organizations to eliminate duplication. Our employees will receive quality education and training, enhancing current skills and developing new expertise, to promote the changes we will need to make as a progressive health care system. Our values will be the guiding principles for our actions and decisions. We all will have pride in our work and actively participate in our transformation toward becoming a truly integrated health care network and provider of choice for our veterans.

# Patient Advocates

**O**ur medical centers strive to provide you the best care possible in the most courteous and efficient manner. We appreciate your choosing VA to meet your health care needs, and value your comments about your experiences here. We always seek to improve our service to veterans, and your comments can help us do that.

Your health care team and other medical center staff are available to assist you with any questions, issues, or concerns you may have. If you encounter a problem, talk with your team or ask to speak with a supervisor if you can't resolve the issue with the staff directly involved. If you feel you need further assistance to ensure that your concerns are addressed, ask to speak with a patient advocate. You may also

contact a patient advocate if you wish to compliment a particular VA staff member.

VA patient advocates, also called patient relations specialists, are available from 8:00 a.m. through 4:30 p.m., Monday through Friday, except for federal holidays. Issues that arise during other times should be directed to the Administrative Officer of the Day or the Medical Administration Assistant on duty.

## Patient Advocate Telephone Directory

### VA Maryland Health Care System

Baltimore VA Medical Center . . . . . 410-605-7099

Perry Point VA Medical Center . . . . . 410-642-2416 ext.5097

Fort Howard VA Medical Center . . . 410-477-1800 ext. 2676

Martinsburg VA Medical Center . . . . . 304-263-0811 ext. 3068

Washington DC VA Medical Center . . . . 202-745-8588

# Special Information

## Advance Directives

What is an Advance Directive? It is an oral or written statement made by a patient which states his/her preferences regarding medical treatment. Only when the patient is unable to communicate or make choices concerning his/her health care is the advance directive implemented. Advance directives may include a treatment preference plan, a durable power of attorney for health care, or a living will.

We encourage patients to consider executing an advance directive for health care to ensure that their wishes concerning life-prolonging treatment are carried out if they become unable to express themselves. If you are considering executing an advance directive, we recommend discussing the issues with both your family and physician.

The social worker assigned



to your primary care team, along with the staff from the Chaplain Office are also available for any counseling or questions you might have about the topic. We honor all valid Advance Directives.

## Bioethics Committee

This committee is a resource for patients, patients' families, and Medical Center staff who request assistance with difficult health care decisions such as choosing acceptable treatments for the terminally ill. You or your family may speak with a member of your Primary Care Group or ask your nurse to speak with a member of the committee.

## National Cemetery Administration

The National Cemetery Administration (NCA) honors veterans with a final resting place and lasting memorials that commemorate their service to our nation. It provides burial space for veterans and their eligible family members. It maintains national cemeteries as national shrines, sacred to the honor and memory of those interred or memorialized there. It marks veterans' graves with government-provided headstone



or marker and provides Presidential Memorial Certificates in recognition of their service to a grateful nation. It also administers grants for establishing or expanding state veteran's cemeteries.

### **Organ Donation**

For information about organ donation, please contact your social worker and physician.

### **Veterans Benefits Administration**

The Veterans Benefits Administration (VBA) is the part of the Department of Veteran Affairs responsible for administration of non-medical benefits programs such as Compensation, Pension, Education, Loan Guaranty, Vocational Rehabilitation and Counseling, and Insurance. Other programs of note with these broad categories include compensation or pension payments, educational assistance for dependents of veterans who died from service-connected disabilities, guardianship services for incompetent veterans and dependents, burial flags, and specially adapted housing and automobiles for certain classes of service disabled veterans. Information concerning

services available through the VBA is available from the local VA Regional Office, or the benefits advisor assigned to your local medical treatment facility.

### **World Wide Web**

VISN 5 maintains a web site to provide you with extensive resources on Veterans Health Affairs programs and issues. Eligibility and Enrollment information is available as well as a downloadable enrollment form. There are also numerous links to Veterans Health Affairs web sites to make information gathering quick and easy.

### **VISN 5 web address**

<http://www.va.gov/visn5/>

### **Washington D.C. web address**

<http://www.washington.med.va.gov/>

### **VAMHCS web address**

<http://www.vamhcs.med.va.gov/>

### **VBA web address**

<http://www.va.gov/>



## CBOCs

**R**emember the days when getting health care from VA meant traveling for miles, fighting for a parking spot and then settling in for a long wait?

For some veterans living near VA community-based outpatient clinics (CBOCs), those days are gone. Today, VA is committed to bringing high-quality care, the kind of care that will help you stay well, not just get well, to your neighborhood.

The VA Capitol Health Care Network currently has Community Based Outpatient Clinics in Alexandria, VA; Cambridge, MD; Charlotte Hall, MD; Cumberland, MD; Franklin, WV; Glen Burnie, MD; Greenbelt, MD; Hagerstown, MD; Harrisonburg, VA; Loch Raven, MD; Petersburg, WV; Pocomoke City, MD; Stephens City, VA; and Washington, DC.

With this kind of convenience, there's no reason to wait until you're really sick to use VA's top-notch services.

CBOCs offer primary care services, including outpatient medical care for the purposes of prevention and detection of disease, treatment of minor injury and management of medical conditions. Once enrolled, head to a CBOC for checkups, a yearly flu shot, or if you're just feeling under the weather.

To find out more information about health care at CBOCs, please contact your nearest CBOC or VA Medical Center.



*Harrisonburg, Virginia Community Based Outpatient Clinic*

## CBOC Telephone Directory

Alexandria, VA .....	703-360-1442	Hagerstown, MD .....	301-665-1462
Cambridge, MD .....	410-228-6243	Harrisonburg, VA .....	540-442-1773
	(press 1)	Northeast Baltimore, MD	
Charlotte Hall, MD .....	301-884-7102	(Loch Raven) .....	410-605-7650
Cumberland, MD .....	301-724-0061	Petersburg, WV .....	304-257-1026
Franklin, WV .....	304-358-2355	Southeast Washington DC ....	202-745-8685
Glen Burnie, MD .....	410-590-4140	Pocomoke City .....	410-957-6718
	(press 2)	Stephens City, VA .....	540-869-0600
Greenbelt, MD .....	301-345-2463		

## Mobile Vans

**E**ach Medical Center within our health care network employs mobile clinic vehicles to reach veterans who reside in rural communities with limited health care

or transportation services. More information about the mobile clinic site locations and visit schedules can be obtained by contacting the appropriate VA Medical Center listed below:



*VISN-5 Mobile Van*

## Mobile Van Telephone Directory

VA Maryland Health Care System .....	800-351-8387, ext. 2281
Washington DC VAMC .....	202-745-8000, ext. 5333

# Martinsburg VA Medical Center

Located in the heart of West Virginia's Eastern Panhandle, the Martinsburg Veterans Affairs Medical Center (VAMC) is located on 175 acres in historic Berkeley County. The Martinsburg VAMC offers a comprehensive range of services, including internal medicine, ambulatory surgery, audiology and speech pathology, dental, nursing home, nutrition, podiatry, prosthetics, women's health, mental health and rehabilitation medicine. Each

veteran is assigned to a Primary Care Team of health care providers who manage your care while you are being treated at the hospital.

The medical center's Domiciliary Care Program has numerous treatment areas, including a homeless program, a traumatic brain injury commu-

nity re-entry program, substance abuse treatment programs, a Post Traumatic Stress Disorder (PTSD) Residential Recovery Program and long-term health maintenance.



Martinsburg VA Medical Center  
Charles Town Road  
Route 9  
Martinsburg, West Virginia 25401

## Martinsburg VA Medical Center Telephone Directory

Main Number ..... 304-263-0811  
 Advice Line (Medical) ..... 800-817-3807  
     or ..... 304-262-4855  
 Agent Cashier ..... ext. 3191  
 Audiology & Speech . . . . . ext. 3288  
 Automated Prescriptions . . . ext. 4870/ 4871  
     or ..... 4872  
 Benefits Counselor ..... ext. 3100  
     or ..... 800-827-1000  
 Billing Office (MCCR) ..... ext. 3198/3199  
 Business Office ..... ext. 3235  
 C&P Exam Office ..... ext. 3007  
 Cardiology Clinic ..... ext. 3595

### Community Based Outpatient Clinics (CBOCs):

Cumberland Clinic ..... 301-724-0061  
 Franklin County Clinic . . . 304-358-2355  
 Hagerstown Clinic ..... 301-665-1462  
 Harrisonburg Clinic ..... 540-442-1773  
 Petersburg Clinic ..... 304-257-1026  
 Stephens City Clinic ..... 40-869-0600  
 Dental Clinic ..... ext. 3175  
 DAV Transportation ..... ext. 3732  
 Dermatology Clinic ..... ext. 3595/3494  
 Details Clerk ..... ext. 3016  
 Domiciliary .....  
 Details Clerk ..... ext. 3016  
 Eligibility ..... ext. 3758  
 ENT Clinic ..... ext. 3530  
 Emergency Room ..... ext. 3722  
 Eye Clinic ..... ext. 3530  
 Fee Basis ..... ext. 3011/3008  
 Gastroenterology ..... ext. 3503/3637

Hematology/Oncology ..... ext. 3808/3673  
 Lab (Outpatient) ..... ext. 3430/3458  
 Medical Center Operator . . . 304-263-0811  
 Medical Service ..... ext. 3490/3640  
 Mental Health Clinic ..... ext. 3344  
 Neurology Clinic ..... ext. 3494  
 New Patient Evaluation ..... ext. 3758  
 Nuclear Medicine Service .... ext. 3280  
 Occupational Therapy ..... ext. 3608/3606  
 Orthopedic Clinic ..... ext. 3567/3568  
 Patient Advocate ..... ext. 3068  
 Pharmacy (Outpatient) ..... ext. 3150/3148  
 Podiatry Clinic ..... ext. 3770/3771  
 POW Coordinator ..... ext. 3004/3003

### Primary Care Teams:

CPC-1 ..... ext. 3960/3961/3962  
 CPC-2 ..... ext. 3963/3964/3965  
 CPC-3 ..... ext. 3968/3681/3664  
 Prosthetic Service ..... ext. 3014/3013  
 Pulmonary Clinic ..... ext. 3483/3481/3483  
 Radiology ..... ext. 3424/3440/3442  
 Release of Information . . . . . ext. 3028/3029  
 Respiratory Therapy . . . . . ext. 3480/3481  
 Same Day Surgery ..... ext. 3627/3554  
 Travel ..... ext. 3040  
 Urology Clinic ..... ext. 3547/3549/3771  
 Vascular Lab ..... ext. 3565  
 Volunteer Service ..... ext. 3310  
 Women Health Clinic . . . . . ext. 3963/3500  
 Women Veterans Coordinator . ext. 3809/3802

### Vet Center

Martinsburg ..... 304-263-6776



# VA Maryland Health Care System

The VA Maryland Health Care System (VAMHCS) is a dynamic and progressive health care organization dedicated to providing quality, compassionate and accessible care and service to Maryland's veterans. The Baltimore, Fort Howard and Perry Point Medical Centers, in addition to the Baltimore Rehabilitation and Extended Care Center, all work together to form this comprehensive health care delivery system. We are known for providing medical, primary care, surgical, rehabilitative, neurological, women's health and mental health care on both an inpatient and outpatient basis.

As a leader in education, the VAMHCS prides itself on an active affiliation with the University of Maryland School of Medicine and other local colleges and universities.

The employees and volunteers of the VA Maryland Health Care System are committed to

**"Working Together for a  
Healthier You."**



VA Maryland Health Care System  
10 North Greene Street  
Baltimore, Maryland 21201-1524



Fort Howard Medical Center  
9600 North Point Road  
Fort Howard, Maryland 21052-3000



Perry Point Medical Center  
Perry Point, Maryland 21902

# VA Maryland Health Care System Telephone Directory

## **Baltimore Medical Center:** <http://www.vamhcs.med.va.gov/>

Automated Prescription Refill and Clinic Appointment System ..... 800-463-6295, ext. 7395

Baltimore Medical Center ..... 410-605-7000 / 800-463-6295

Clinic Appointments ..... 410-605-7333

Baltimore Rehabilitation and Extended Care Center ..... 410-605-7508 / 800-463-6295 Telephone

Care Line ..... 800-865-2441

## **Community Based Outpatient Clinics (CBOCs):**

Cambridge Outpatient Clinic ..... 410-228-6305 press 1

Glen Burnie Outpatient Clinic ..... 410 590-4140 press 2

Loch Raven Outpatient Clinic ..... 410 605-7650 .....

Pocomoke City Outpatient Clinic ..... 410 957-6718

Southern Maryland Clinic ..... 301-884-7102 ext. 5001

## **Fort Howard Medical Center:**

Fort Howard Medical Center ..... 410-477-1800 / 800-351-8387

TTY Medical Info and Assistance ..... 800-735-2258

Primary Care Teams

Blue ..... 410-477-1800, ext. 2508

Green ..... 410-477-1800, ext. 2077

## **Medical Benefits Information:**

Baltimore Medical Center ..... 410-605-7317

Cambridge Outpatient Clinic ..... 410-228-6305, ext. 4104

Fort Howard Medical Center ..... 410-477-1800, ext. 2504 or 2077

Perry Point Medical Center ..... 410-642-2411, ext. 5018

VA Benefits ..... 800-827-1000

VA Enrollment & Eligibility ..... 1-877-222-VETS (8387)

Perry Point Medical Center:

Specialty Clinics ..... 410-642-2411, ext. 5077

Perry Point Medical Center ..... 410-642-2411 / 800-949-1003

TTY Medical Info and Assistance ..... 410-642-1096

Primary Care Team A ..... 410-642-2411, ext. 1188

Primary Care Team B ..... 410-642-2411, ext. 1189

## **Vet Centers**

Baltimore Vet Center ..... 410-277-3600

Elkton Vet Center ..... 410-398-0171

Aberdeen Outstation Vet Center ..... 410-272-6771

# Washington DC VA Medical Center

Located only a short distance from the nation's leaders, the Washington DC Veterans Affairs Medical Center (VAMC) is one of the most visible and dynamic health care facilities in the VA system.

The Washington DC VAMC provides general and specialized services in medicine, surgery, neurology and mental health. The medical center is a referral

center for open-heart surgery, cardiac catheterization, dialysis, radiation therapy and the Gulf War Referral Program. It has a number of specialized services, including invasive and noninvasive cardiology, geriatric medicine, women's health program, PTSD Clinical Team, mental health, substance abuse treatment and infectious disease.



Washington D.C. VA Medical Center  
50 Irving Street, N. W.  
Washington, DC 20422



# Washington DC VAMC Telephone Directory

<http://www.washington.med.va.gov/>

Toll-Free Number ..... 888-553-0242  
Medical Center Operator ..... 202-745-8000  
Administrative Officer of the Day .... ext. 8236  
Admissions Office ..... ext. 5240  
Automated Pharmacy Refill Line ... ext. 4046  
Beneficiary Travel ..... ext. 8252  
Billing Office (MCCR) ..... ext. 8149  
Chaplain Service ..... ext. 8140

## Community Based Outpatient Clinics (CBOCs):

Alexandria, VA ..... 703-360-1442  
Southeast Washington, DC 202-745-8685  
Greenbelt, MD ..... 301-345-2463  
Eligibility Information ..... ext. 8251  
Fee Basis ..... ext. 5600  
Home Based Primary Care (HBPC) ext. 8427  
Medical Advice Line ..... ext. 8247  
Minority Veterans Coordinator ..... ext. 8588

## Comprehensive Nursing & Rehabilitation Center:

H- Wing ..... ext. 8569  
K- Wing ..... ext. 8583  
Patient Advocates ..... ext. 8588  
Pharmacy Service (inpatient) ..... ext. 6385  
Police & Security Service ..... ext. 8189

## Primary Care Teams:

Blue ..... ext. 8422  
Brown ..... ext. 8535  
Green ..... ext. 8596  
Orange ..... ext. 8445  
Purple ..... ext. 8267

Red ..... ext. 8163  
Silver (Principle Care) ..... ext. 7765  
Cardiology ..... ext. 8115  
Diabetes/Endocrine ..... ext. 8300  
GI/Liver ..... ext. 8151  
Renal ..... ext. 8417  
Pulmonary ..... ext. 8117  
Rheumatology ..... ext. 8154  
Yellow ..... ext. 8631

Prosthetic Service ..... ext. 8259  
Public Affairs Office ..... ext. 8209  
Release of Information ..... ext. 8341  
Social Work Service ..... ext. 8338  
Veterans Benefits Counselor ..... ext. 8150  
Visual Impairment Service ..... ext. 8621  
Voluntary Service ..... ext. 8320  
Women Veterans Coordinator ..... ext. 8469

## Vet Center

Washington D.C. .... 202-360-1442  
Alexandria, VA ..... 703-360-8633  
Silver Spring, MD ..... 301-589-1073

For additional information or  
for a phone number not listed  
above, please contact the VA  
Medical Center operator at (202)  
745-8000.

# Frequently Asked Questions

- Q** How do I schedule an appointment with my Primary Care Team or with a Specialty Clinic (i.e. Orthopedics, Eye, Dermatology)?
- A** Call the 800 phone number at the Medical Center where you obtain treatment: Baltimore 800-865-2441; Martinsburg 800-817-3807; or Washington 1-888-553-0242.
- Q** How do I get a copy of my medical records?
- A** Go to the Release of Information office and fill out a release form. The Release of Information office will ask for ten (10) days to process your request.
- Q** How do I get a physical examination form completed for my job or for handicapped tags?
- A** Take the examination form to the Release of Information office. They will have you sign a release, and send the examination form and your medical records to your Primary Care Team. Your team will either complete the examination form from the information in your medical records, or call you to come in for an appointment to complete the form. This process normally takes up to ten (10) days to complete.
- Q** If I have a discrepancy with my medical bill, who should I contact?
- A** Contact the Medical Care Cost Recovery (MCCR) Customer Service representative.
- Q** Who do I see about getting assistance with transportation to the Medical Center?
- A** Contact the Transportation office.
- Q** Who do I talk to about my Veterans Benefits or my disability claim?
- A** See the Medical Center Benefits Advisor.
- Q** Who do I contact if I do not understand or disagree with my treatment plan?
- A** Your Primary Care Physician or the physician in charge of your Primary Care Team.
- Q** Who should I see if I think that my Patient Rights have been violated?
- A** The staff in the Patient Advocate office.

- Q** Who should a female veteran see if she is experiencing problems in obtaining accessible care in the Medical Center?
- A** Contact the Women Veterans Coordinator.
- Q** Who should I contact if I feel that I am not receiving proper service due to my being a minority veteran?
- A** Contact the Minority Veterans Coordinator.
- Q** Who do I contact if my prescription did not come in the mail as promised?
- A** Contact the pharmacist assigned to your Primary Care Team by calling your team.
- Q** Who do I contact if I need assistance with my home living conditions (home health aide, visiting nurse, aid and attendance, nursing home)?
- A** Contact the social worker assigned to your Primary Care Team.
- Q** Who do I contact if I am having conflicts with my medical care due to my religious beliefs?
- A** Contact the Medical Center Chaplain's office.
- Q** Who do I contact if I feel that I have difficult questions concerning choosing acceptable treatments for the terminally ill or other ethical issues in the clinical area?
- A** Contact the Medical Center Ethics Committee representative.
- Q** Who do I contact if I observe a crime or other illegal activity on the Medical Center grounds?
- A** Contact the VA Police Operations office.
- Q** Who should I contact if I have questions concerning the Medical Center?
- A** Contact the Patient Advocate office.
- Q** Am I allowed to use the Medical Center Credit Union?
- A** The Medical Center Credit Union is restricted to members.
- Q** Can I cash a check with the Medical Center Agent Cashier?
- A** The Agent Cashier may only handle funds for inpatients.

# Patient Rights and Responsibilities

**V**eterans Health Administration (VHA) employees will respect and support your rights as a patient. We are pleased you have selected us to provide your health care. We plan to make your visit or stay as pleasant for you as possible. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

## Respect and Nondiscrimination

- ✓ You will be treated with dignity, compassion and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.
- ✓ You have the right to keep and spend your own money and the right to request and receive an accounting of VA held funds.
- ✓ Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- ✓ As an inpatient or long-term care resident you may wear your own clothes and keep personal items. This depends on your medical condition.
- ✓ As an inpatient or long-term care resident, you have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether or not to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.
- ✓ As an inpatient or long-term care resident, you have the right to communicate freely and privately with persons outside the facility. You may have or refuse visitors. You will have access to public telephones to make and receive calls.
- ✓ As a long-term care resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.
- ✓ In order to provide a safe treatment environment for all patients and staff you are asked to respect other patients and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

## Information Disclosure and Confidentiality

- ✓ You will be given information about the health benefits that you can receive. The information will be provided in a way you can understand.
- ✓ You will receive information about the costs of your care, if any, before you are

treated. You are responsible for paying for your portion of the costs associated with your care.

✔ Your medical record will be kept confidential. Information about you will not be released without your consent unless authorized by law (i.e., State public health reporting). You have the right to information in your medical record and may request a copy of your

records. This will be provided except in rare situations where your VA physician feels the information will be harmful to you. In that situation, you have the right to have this discussed with you by your VA provider.

✔ You will be informed of any injuries caused by your medical care. You will be informed about how to request compensation for injuries.

## Participation in Treatment Decisions

✔ You, and any persons you choose, will be involved in decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment, and refusing treatment will not affect your rights to future care.

✔ You will be given, in writing, the name and professional title of the provider in charge of your care. As a partner in the healthcare process, you have the right to be educated about your role and responsibilities as a patient, for the safe delivery of care. This includes care at the end of life.

✔ Tell your provider about your current condition, medicines (including over the counter and herbals) and medical history. Also, share any other information that affects your health. You should ask questions when you don't understand something about your care. This will help in providing you the best care

possible.

✔ You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.

✔ You have the right to choose whether or not you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.

✔ You will be included in resolving any ethical issues about your care. You may consult with the Medical Center's Ethics Committee and/or other staff knowledgeable about health care ethics.

✔ If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.

## Complaints

✔ You are encouraged and expected to seek help from your treatment team and/or a patient advocate if you have problems or complaints. You will

be given understandable information about the complaint process available to you. You may complain verbally or in writing, without fear of retaliation.

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